Centennial Park Skating Club

Registration, Withdrawal and Refund Policy
Centennial Park Skating Club (CPSC)

Effective date: August 10, 2026
Last review date: August 10, 2026

Section 1: General Provisions

1.1 Skate Canada Fee: The annual Skate Canada Membership, Safe Sport, and Insurance fee is 100% non-refundable and non-transferable under any circumstances, as these funds are immediately remitted directly to the national governing body Skate Canada.

1.2 Administrative Fee: All board-approved refunds or registration modifications may be subject to a 20% non-refundable withholding on the total program fee to cover fixed operating expenses, merchant processing and administrative overhead.

1.3 Missed Classes: No make-up classes, refunds, or credits will be provided for classes missed due to a member's personal scheduling conflicts, vacations, minor illnesses (e.g., colds, flu), or any other personal absence.

1.4 Written Notice: All refund requests must be submitted by email to cpskatingclub@gmail.com.

1.5 The granting of any refund or credit, regardless of circumstance, is determined at the discretion of the CPSC Board of Directors.

Section 2: Withdrawal Timelines

2.1 Withdrawal Prior to Session Start for Fall/Winter: Written withdrawal requests submitted at least 72 hours before the first scheduled program session will receive an 80% refund of the program fee, less the non-refundable Skate Canada fee, with 20% retained to cover administrative and operational costs. This withdrawal policy excludes Spring and Summer sessions, which are subject to separate refund terms determined by the Board at the time of registration.

2.2 Pre-CanSkate Only: Emailed withdrawal requests for Pre-CanSkate programs must be submitted 72 hours prior to the third (3rd) scheduled class of skating. Approved withdrawals will receive a pro-rated credit equal to 80% of the pro-rated program fee for the remaining un-skated classes, less the Skate Canada Fee. Credits will be subject to board approval for requests received on or after the day of the third class.

Section 3: Medical Exceptions

3.1 Major Injury or Illness: If a skater suffers a significant medical condition or injury that prevents ice participation for four (4) or more consecutive weeks, a pro-rated account credit or refund may be requested and approved at the board's discretion.

3.2 Documentation Requirements: All medical requests must be submitted to the Board in writing accompanied by a signed medical certificate from a qualified physician detailing the specific date restrictions.

3.3 Calculation Window: Approved medical credits or refunds will be calculated from the date the written request and doctor's note are received by the Club administration, not from the date the injury occurred.

Section 4: Inclement Weather and Travel Disruption

4.1 Snow Days and Weather Closures: The Club does not issue refunds, credits, or make-up sessions for classes cancelled due to severe winter weather or poor road conditions.

4.2 Facility Status Operational Rule: If the arena facility remains open during inclement weather, scheduled club sessions will run. It is at the discretion of the member to attend a session in the case of inclement weather. If a member chooses not to attend, a refund or credit will not be provided. The Club will only cancel sessions if the municipality/ facility management officially closes the building to the public.

4.3 Coach Travel Disruption: In extraordinary circumstances where the arena is open but severe weather prevents the professional coaching staff from safely traveling to the facility, the Club reserves the right to cancel the session. No refunds or credits will be issued under these travel-disruption circumstances.

Section 5: Extraordinary Facility Closures & Maintenance

5.1 Mechanical and Maintenance Closures: The Club is not automatically liable for unexpected ice cancellations resulting from arena maintenance, mechanical breakdowns (e.g. chiller failure, broken boards, plumbing issues, ice conditions, power outages, acts of God) or building management staff shortages or strikes.

5.2 Board Discretionary Account Credit or Refund: In the event of an extended or recurring facility closure where the arena provider directly credits the Club's master account, the Board of Directors will determine the appropriateness of returning a refund or credit at the board's discretion to affected members for the lost ice time.